

W-02062A-09-0515
W-02062A-09-0466



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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2010 87559

Date: 6/23/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

Complaint By: **First:** Dorothy L. **Last:** Harry

Account Name: Dorothy L. Harry

Home:

JUN 24 2010

Street:

Work:

City: Sierra Vista

CBR:

State: AZ **Zip:** 85650

is:

DOCKETED BY

Utility Company: Southland Utilities Company, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NUMBERS; W-02062A-09-0515, W-02062A-09-0466*

REFERENCE: Southland Utilities Company, Inc.

June 13, 2010

Southland Utilities
PO Box 85160
Tucson, AZ 85754

I reside in an area serviced by the Southland Utilities Water Company. On May 19, 2010 I received notice of a filed application to raise water rates 255.02 percent, or only 246.38 percent! This is unbelievable!

I have called the Utility Company several times, as well as the Commission - No one has been able to tell me why such a HUGE increase is being requestec. And the notice says "if you use 6,412 gallons of water per month your increase would be 246.38%; but if you use 4,256 gallons per month, you'll have a higher increase of 255.42%!" Am I interpreting this correctly? Increases of \$45.65 and \$40.00 per month are outrageous! And our country is in a Depression. Many unemployed and underemployed people live in this area; as well as many retirees on fixed incomes.

2nd Complaint - as everyone serviced by the Southland Water Utility lives in or near Sierra Vista; why has a meeting (August 31, 2010) been planned in Tucson? I gather the Commission hopes, and plans, for many "no shows" - Is the Cammission, working for tte people - or for the businesses?

Why hasn't the Company been doing improvement routinely? How are present profits being used?

And, when I called the company no one can estimate what my water bill might be! Even though the letter says to call the Company for that information.

I will sincerely appreciate any answers the Commission can give to me.

Sincerely yours,

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2010 JUN 24 P 4:04

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dorothy L. Harry

Sierra Vista, AZ 85650

CC: Patricia Fleming
State Representative
District 25
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and entered for the record and filed in Docket Control.
End of Comments

Date Completed: 6/23/2010

Opinion No. 2010 - 87559
